



One-on-One Health Coaching

As part of your health coverage, you have access to personal health coaching. To learn more about the coaching program, or to join, call 877-260-3253 and press option 7. You may also receive a call inviting you to participate.

We encourage you to take advantage of this voluntary and confidential phone-based program that can help you achieve your best possible health. Not only can you decide how involved you want to be, you also have the ability to leave the program at any time.



Whether you want to lose weight or need support managing a chronic health condition, coaching can help.

What is lifestyle coaching?

Lifestyle coaching helps identify opportunities to improve your health and well-being in your daily life. Coaching is provided by trained health coaches who can assist you in the following areas:

- Tobacco cessation
- Stress management
- Weight management
- Healthy eating
- Physical activity

What is disease management coaching?

If you are living with a chronic condition, disease management coaching can help you better understand your treatment, medications and symptoms. This confidential coaching is conducted by licensed registered nurses who are specially trained in the following conditions:

- Asthma
- Chronic low back pain
- Diabetes
- Osteoarthritis
- Coronary artery disease
- Atrial fibrillation
- Congestive heart failure
- Irritable bowel syndrome
- Chronic obstructive pulmonary disease
- Fibromyalgia

Why should I participate?

Coaching can help you:

- Better understand your health risks or condition.
- Recognize early warning signs that may require medical attention.
- Understand your doctor's recommendations, medications and treatments.
- Gain more control over your well-being.
- Set goals to reach your best health.

How does coaching work?

You and your coach will determine the best approach for reaching your goals. Health coaching includes:

- **Personalized counseling.** Your coach will answer your questions, discuss your risks and suggest possible lifestyle changes.
- **Educational materials.** You may receive additional information to better understand your current or potential health risks.
- **Support and encouragement.** Your coach will help you set or adjust goals, track your progress and encourage you along the way.
- **Online tools.** You will also have access to well-being tools including nutrition and fitness tracking tools.

Is my privacy protected?

Yes, CareFirst BlueCross BlueShield has partnered with Sharecare, Inc. to provide you with well-being improvement resources. Both CareFirst and Sharecare are committed to protecting the confidentiality of your personal information. We do not share individual data with your employer and will never sell your data. To ensure your privacy, you will be asked to verify your first name, last name, full mailing address and date of birth before every call.

Note: For most members there is no copay for disease management coaching, however, members enrolled in a plan with a health savings account (HSA) may have a cost-share until they meet their IRS minimum deductible limit for that plan year.

To learn more, please call
877-260-3253 and press option 7.

This well-being program is administered by Sharecare, Inc., an independent company that provides health improvement management services to CareFirst members. Sharecare, Inc. does not provide CareFirst BlueCross BlueShield products or services and is solely responsible for the health improvement management services it provides.

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